4. Handset quality complaints: Complaints regarding bad quality of the handset have been received from subscribers who were given Hyundai make WLL handset by MTNL.The case has already been taken up with the handset supplier.

5. Ring back tone complaints: When Garuda Mobile is switched off/out of coverage area, calling party is getting a ring back tone. Many customer's complaints are received in this connection. Equipment supplier that is M/s. Fujitsu have recently implemented some software patch and the period of ring back tone in such cases is now reduced from 30 sec. to 15 sec. The cases presently being studied by experts of M/s. Fujitsu to extend a busy tone in such cases.

Basic telephone services by private companies in Mumbai

1640. SHRI SANJAY NIRUPAM: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether private players are allowed in Mumbai to provide basic telephone services;

(b) if so, who are these players and what is their market share so far as the connectivity is concerned;

(c) whether the private players are affecting the prospect of MTNL business in Mumbai; and

(d) if so, the proposal to strengthen the MTNL?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN): (a) Yes, Sir.

(b) to (d) M/s. Hughes Telecom (India) Ltd and M/s. Reliance Infocomm Ltd. have been granted licence to operate basic telephone service in Maharashtra service area including Mumbai. At present only M/s. Hughes Tele, com (India) Ltd. is operational and is serving 4.958% of total telephones being provided by basis telephone service providers within the jurisdiction of MTNL, Mumbai. With the opening of telecom service sector to competition in a dynamic environment, all players including MTNL are expected to devise their own strategies for providing better services and facilities to subscribers at competitive prices.